SECTION 4. TROUBLESHOOTING

4-1. TROUBLESHOOTING GUIDE

Problem	Cause	Correction
Power switch ON but fryer completely inoperative	• Open Circuit	• Fryer plugged in • Check breaker or fuse at wall
Pressure not exhausting at end of cook cycle	• Solenoid or Exhaust line clogged	• Turn OFF and allow fryer to cool to release the pressure in frypot; have all lines, solenoid, and exhaust tank cleaned
Operating pressure too high	• Deadweight clogged	• Turn OFF and allow fryer to cool to release the pressure in frypot; clean deadweight; see Cleaning the Deadweight Assembly Section

DO NOT OPERATE UNIT IF PRESSURE GAUGE SHOWS HIGH PRESSURE CONDITIONS. SEVERE INJURIES AND BURNS WILL RESULT. IMMEDIATELY PLACE THE POWER/PUMP SWITCH IN THE OFF POSITION, WHICH RELEASES THE PRESSURE BY ALLOWING THE UNIT TO COOL. DO NOT RESUME USE OF UNIT UNTIL CAUSE OF HIGH PRESSURE HAS BEEN FOUND AND CORRECTED.

Pressure does not build	• Not enough product in frypot • Metal shipping spacer not removed from deadweight • Faulty PC board • Lid gasket leaking	• Place full capacity product in frypot when using fresh shortening • Remove shipping spacer; see Unpacking Instructions Section • Have controls checked by service technician • Reverse or replace lid gasket
Shortening not heating	• Gas valve knob turned to the OFF position • Drain valve open • High temperature limit tripped	• Make sure gas control valve knob is turned to the ON position • Close drain valve • Reset high temperature limit; see Operating Controls Section
Foaming or boiling over	• See Boil-Over chart on fryer and beginning of Operation Section in this manual	• Follow Boil-Over procedures from chart
Shortening not draining	• Drain valve clogged	• Push cleaning rod through open drain valve
Filter motor won't run	• Motor overheated	• Reset motor; see Filter Pump Motor Protector-Manual Reset Section

More detailed troubleshooting information is available in the Technical Manual, available at www.hennypenny.com, or 800-417-8405 or 937-456-8405.

4-2. ERROR CODES

In the event of a control system failure, the digital display will show an "Error Message." These messages are coded: "E4", "E5", "E6", "E10", "E15", "E20", "E31", "E41", "E46", "E54", and E-70-A & B. A constant tone is heard when an error code is displayed, and to silence this tone, press any button.

DISPLAY	CAUSE	PANEL BOARD CORRECTION
"E-4"	Control board overheating	Turn switch to OFF position, then turn switch back to ON; if display shows "E-4", the control board is getting too hot; check the louvers on each side of the unit for obstructions
"E-5"	Shortening overheating	Turn switch to OFF position, then turn switch back to ON; if display shows "E-5", the heating circuits and temperature probe should be checked
"E-6 A"	Temperature probe open	Turn switch to OFF position, then turn switch back to ON; if display shows "E-6", check the temperature probe; to replace, refer to Technical Manual
"E-6 B"	Temperature probe shorted	Turn switch to OFF position, then turn switch back to ON; if display shows "E-6" check the temperature probe; to replace, refer to Technical Manual
"E-10"	High limit	Reset the high limit by manually pushing up on the reset button; if high limit does not reset, high limit must be replaced; refer to Technical Manual
"E-15"	Drain switch failure	Close drain, using the drain valve handle; if display still shows "E-15", check the drain microswitch; refer to Technical Manual

4-2. ERROR CODES (Continued)

DISPLAY	CAUSE	PANEL BOARD CORRECTION
"E-41", "E-46"	Programming failure	Turn switch to OFF, then back to ON; if display shows any of the error codes, try to reinitialize the control (Special Program Section) if error code persists, replace the control board; refer to Technical Manual
"E-20 C"	Ignition modules not responding	Press the timer button to try the ignition process again; if "E-20 C" persists, check the ignition module, or the spark ignitor, refer to Technical Manual
"E-20 D"	Pilots not lit or no flame sense	Press the timer button to try the ignition process again; if "E-20 D" persists, check the ignition module, or the flame sensor; refer to Technical Manual
"E-31"	Fan jumper wire missing Control set to IDG instead of SSI on gas units	Check for jumper wire on 12-pin connector & add if missing See C1000 Special Programming Section and set controls to SSI in step 6
"E-54"	PCB component failure	Turn switch to OFF position, then turn switch back to ON; if "E-54" persists, have PCB replaced
"E-70A"	Fan switch jumper missing	Have jumper wire checked on 12 pin connect to panel
"E-70B"	MV jumper missing	Have jumper wire checked on connectors to panel
"TEMP TOO" LOW FOR PRESSURE"	Possible water in frypot	Make sure oil is in frypot and at the proper level